

*CLASS SPECIFICATION FOR*  
**Claims Technician**

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**GENERAL STATEMENT OF DUTIES:** Provides technical assistance in the complete processing of claims and in the coordination and administration of employee benefit/insurance plans; does related work as required.

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent in this class who is assigned to Risk Management demonstrates knowledge of the handling and processing of claims forms and of regulations and policies relating to Workers' Compensation, long-term disability and other types of insurance. The employee works closely with others in the section, reporting accident and injury information to the Safety Officer and assisting the Risk Manager in the overall administration of the section. A high percentage of the incumbent's time is spent entering claims activity on a personal computer and pulling required reports. The employee assigned to Human Resources demonstrates complete knowledge of benefit plans offered employees and works with employees on enrollment, payment and claims concerns. The incumbent serves an interface between claims management firms/providers and departmental supervisors and employees to collect and accurately process claims information/documentation, to resolve billing problems or to provide general benefit information. The employee receives general supervision and close policy direction from a division head, but works independently in answering questions and resolving problems with reasonable latitude for decision-making.

**EXAMPLES OF WORK** (illustrative only):

- Receives, reviews and processes all forms associated with insurance/benefit claims;
- Enters claims/benefits information into personal computer and pulls required reports;
- Responds to questions from employees, supervisors and citizens regarding procedures for filing report forms and returns any incomplete forms to agencies/departments for correction;
- Maintains records and document files on employee insurance/benefit plans;
- Maintains an adequate supply of and provides forms as needed to employees, supervisors and citizens;
- Responds to calls from physicians and medical facilities requesting verification of job-related injuries, health insurance coverage and/or medical payments;
- Tracks and records the appropriate leave usage relative to a benefit or insurance plan and relays the proper payroll and personnel record adjustments to the transactions section;
- Assists in providing training to departmental administrative personnel on their role in recording job-related injuries or tracking employee leave dates;
- Prepares monthly summaries of claim data processed;
- Reviews and verifies claimants' eligibility for benefit/insurance payments;
- Composes routine memos and other correspondence regarding enrollment, recoveries, claims, and leave adjustments and supplies information as needed to employees, County agencies and providers;
- Receives all billing for benefit plans, checks for accuracy, locates and corrects discrepancies so that bills balance;
- Processes reimbursements for employees;
- May participate in new-employee orientation program, providing assistance and information to new employees selecting and signing up for insurance/benefit programs;
- Responds to questions from and counsels employees and administrative personnel regarding benefit plan rates, policies and enrollment/utilization/claims procedures;
- Follows up and collects on past-due payments from participants on different insurance/benefit plans;
- Serves as liaison to all providers providing information as needed;
- Performs related work as assigned.

## Claims Technician (continued)

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:** Good knowledge of insurance or benefit program claims handling and processing; ability to organize and maintain a complex filing system; knowledge of bookkeeping principles and practices; ability to elicit accurate and complete information from employees, administrative personnel and program providers; knowledge of and familiarity with personal computer hardware and software; skill in data entry; good oral and written communications skills; the ability to establish and maintain good working relationships with other employees, outside contacts and the public; accuracy; the ability to prioritize workload; knowledge of office terminology, procedures, routines and equipment; ability to keep accurate records.

**MINIMUM EDUCATION AND EXPERIENCE:** Graduation from high school and four (4) years of office or clerical work experience, including one (1) year of experience related to the assignment of the subject position; OR, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

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This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.